

COUNTY OF LOS ANGELES

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DEPARTMENT OF MENTAL HEALTH

<http://dmh.lacounty.gov>

550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

Reply To: (213) 738-3311
Fax: (213) 351-2024

Date: December 27, 2011

TO: Individual, Group and Organizational Network Providers

FROM: Pansy Washington, M.S.
District Chief
Managed Care Division

SUBJECT: **IMPLEMENTATION OF BOARD MANDATED PERFORMANCE-BASED
OUTCOME MEASURES FOR NETWORK PROVIDERS**

By way of background information, the purpose of this memo is to serve as notification that DMH requires all network providers to implement performance-based outcome measures for outpatient services only. During the two week period from February 13th to February 27th 2012, all outpatient Medi-Cal clients served are to be given an outcome measure survey to complete. The surveys reflect three domains of critical importance to our system: Access to Services, Client Satisfaction and Clinical Effectiveness. The information gathered from the surveys will be used by DMH to determine the effectiveness of services delivered by providers.

On March 14, 2006 the Los Angeles County Board of Supervisors approved a recommendation from the County Strategic Plan Guiding Coalition to improve the effectiveness of services delivered by county social service contractors. To accomplish this goal, the Board instructed county social service departments to convert to performance-based contracting by December 31, 2007.

Accordingly, the County of Los Angeles Department of Mental Health (DMH) Agreements for individual, group and organizational network providers now cite the contractual authority for outcome measures under the paragraph entitled, *Performance Standards and Outcome Measures*, which states: "The Contractor shall comply with all applicable Federal, State, and County policies and procedures relating to performance standards and outcome measures."

Performance outcome measure trainings are scheduled in each of the eight geographical service areas to provide you with complete directions for the distribution, completion and collection of the surveys.

Please refer to the list of survey trainings and select the training nearest to you. Each of the trainings provides the same information. You may send a representative to the training nearest to you if you are unable to attend.

Please feel free to contact Provider Relations at (213) 738-3311 if you have any questions.

PW:BP: mw

Attachment

"To Enrich Lives Through Effective And Caring Service"

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU-QUALITY IMPROVEMENT DIVISION
SERVICE AREA COUNTY PERFORMANCE OUTCOMES SURVEY TRAINING SCHEDULE– FY2011-2012**

Service Area		Day	Time	Location	Chair
Antelope Valley	1	February 7	2:00PM-4:00PM	Palmdale MHC/ Antelope Valley MHC 2323 A East Palmdale Blvd Palmdale CA	Cindy Ferguson (661) 223-3800 Cferguson@dmh.co.la.ca.us
San Fernando Valley	2	Adults and Children (combined) January 19th	10:00AM – 12:00PM	San Fernando MHC 10605 Balboa Blvd. Granada, Hills 91344 (818) 832-2400 Conference Room – 2 nd fl	Kimber Salvaggio – (Adults) (818) 598-6974 KSalvaggio@dmh.lacounty.gov Michelle Rittel (Children) (213) 739-5526 mrittel@dmh.lacounty.gov
San Gabriel Valley	3	January 18	9:30AM – 11:30 AM	ENKI Administrative Office 3208 Rosemead Blvd., El Monte, CA (626) 227-7014 2 nd Floor Conference Room	Greg Tchakmakjian GTchakmakjian@dmh.lacounty.gov (213) 739-5442 Melody Taylor mtaylorstark@5acress.org (626) 798-6793
Metro - LA	4	January 17	10:30am – 12 noon	St. Anne's Center 155 N. Occidental Blvd. Los Angeles, CA 90026 (213) 381-2931 Classroom or Room 224	Anahid Assatourian AAssatourian@dmh.lacounty.gov (213) 738 -3478

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Service Area		Day	Time	Location	Chair
West	5	January 10	9:00AM – 11:00 AM	Didi Hirsch MHC 4760 S. Sepulveda Blvd. Culver City, CA 90230 Conf. Rms. A, B, C	Monika Johnson (310) 268-2561 mjohnson@dmh.lacounty.gov
South	6	January 26	9:00AM – 11:00AM	West Central MHC 3751 Stocker St. Los Angeles, CA 90008 Executive Board Rm., 2 nd Floor	Kimberly Spears (323) 290-5824 Kspears@dmh.lacounty.gov
East	7	January 10	2:00PM – 4:00 PM	Providence Community Services 21520 South Pioneer Blvd Ste., 110 Hawaiian Gardens, CA 90716	Lupe Ayala (562) 403-0105 LAyala@dmh.lacounty.gov
South Bay	8	January 18	2:00PM – 4:00 PM	The Guidance Center 4343 Atlantic Avenue Long Beach 90807	Ann Lee (562) 435-3027 ALee@dmh.lacounty.gov
Countywide		January 30	10:00AM – 12:00PM	DMH HQ 550 S. Vermont Blvd. Los Angeles, CA 90020 2 nd Floor Conference Room	Tim Beyer (CW-QI) TBeyer@dmh.lacounty.gov 213-251-6880 Marc Borkheim (CW-QI) MBorkheim@dmh.lacounty.gov 213-251-6533